

SPRING 2004

The Professional Sentinel

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About Hospice of the Valley



Susan
Goldwater
Levine

Hospice of the Valley is a 501 (c) (3) not for profit organization devoted to providing quality, compassionate care to meet the special needs of adults and children, and their families, facing terminal illness. Our mission is to bring comfort and dignity as life nears its end. We provide this care regardless of ability to pay.

Founded in 1977, Hospice of the Valley has served thousands of patients and their families. A dedicated staff of approximately 900 employees, consisting of medical directors, nurses, home care aides, pastoral counselors and administrative personnel deliver service to over 1,700 patients and their families on a daily basis. Our patients and families also benefit from the services of over 500 volunteers who give their time and talent to see that patient and family needs are being met. In addition to our core services, Hospice of the Valley offers special programs including inpatient care, day and night respite, crisis intervention, Outreach, home health, extensive bereavement services and a specialized children's program.

Hospice of the Valley is governed by an elected 20 member Board of Directors comprised of healthcare,

business and community leaders. Hospice of the Valley serves all of Maricopa County in Arizona and denies service to no one.

As part of a strategy to reach beyond care of the terminally ill and provide services to the chronically ill, HOV has participated in the Robert Wood Johnson Foundation's Promoting Excellence in End-of-Life Care project (\$1.5 million), and is participating in the Medicare Coordinated Care Demonstration Project (\$4.5 million) focusing on case management of an older, disabled population.

In 2002, Hospice of the Valley created the Health Care Decisions program, an activity devoted to educating the community about advance directives, which state individuals' wishes about their health care treatment. The program urges people to think about their options, discuss their wishes with family and friends, and put their choices in writing.

Hospice of the Valley is currently the second largest freestanding, not for profit hospice in the United States.

If you would like further information about client services or volunteer opportunities, please email Hospice of the Valley at info@hov.org, or call 602.530.6900. For the hearing impaired please call 1.800.842.4681.

*Many thanks to Susan Goldwater Levine, and Hospice of the Valley for providing the above information to **The Professional Sentinel**.*

Dear Friends,

You will agree that managed care is more than an industry or profession. It's a vocation. It's a calling. When we all decided to make the care and comfort of the home-bound client our life's work, little did we know the challenges we would face, or the many benefits we would enjoy. We are the trendsetters for the care of a huge, emerging geriatric generation!



That's why we decided to publish *The Professional Sentinel*. We are a profession of stories – marvelous stories about human endurance, compassion and innovation. The management and staff of Adultcare Assistance want to share those stories with others in our profession. We hope that you will enjoy these writings and maybe even learn something new. If you have inspiring or educational information to share, please do so. We want *The Professional Sentinel* to be a professional forum for shared ideas and information.

Looking forward to future issues, you can expect more guest columns from Valley professionals, some news of business trends, and the ever-present feature stories about our wonderful team here at Adultcare Assistance.

Warmest regards,

Karen Wellert

Karen Wellert, CSA
President



Qualified professional gives good care

SUN CITY WEST: When Annette Kirk, MA, looks back on her childhood, she realizes that she was predisposed to being helpful, even in her formative years on the Tennessee farm where she grew up. As a youngster, she nursed people and animals back to health. She has always felt a special tenderness towards the elderly.

Kirk has had a varied and useful career, including ownership of several men's clothing stores, and even a career in the aerospace program.

In 1995, she entered Bryman Medical College to become a certified Medical Assistant. True to form, Kirk was recognized with the school's prestigious Excellence in Academics Award. She did her externship work with The Maxwell Group in Sun City, and then went on to private duty caregiving. Kirk joined Adultcare Assistance in February, 1999.

"Adultcare Assistance is a great company," she says. When asked to elaborate, Kirk continues, "The clients are well-screened for the perfect match between client and caregiver. Plus, I love the job security of working for a successful company that has been in the business a long time."

When not on the job, tending to her clients and their needs, Kirk likes to spend her time with her children, who are "my whole world." Her daughter is a research scientist in Idaho, and holds a Ph.D. in Biology. Kirk's son is a *bona fide* literary genius (one of just 50 in the world). He has written two major novels, continues to do freelance writing; and is active in the New York financial scene.

Sheba, an adorable Border Collie, keeps Kirk company at home. Other activities include membership in the Sun City West Baptist Church, and some craft hobbies, including painting china, crewel and needlepoint.

To learn more about becoming an Adultcare Assistance caregiver, call Adultcare Assistance at (623) 977-2223.

Annette
Kirk
and
Sheba



Nine decades of family fun, adventure



by Ruth-
Martin
Melas
as told to
Laurie
Fox
Adultcare
Assistance

SUN CITY: Looking back on a lifetime of personal and professional memories, Ruth-Martin Melas expresses appreciation for her Sun City home, where she and husband Leon Melas chose to retire many years ago. Surrounded by furnishings and Persian rugs that were in her childhood home, she launches into a

lively and provocative narration. With vivid recall, she weaves an intricate and intriguing story of an American life. Melas was born in 1913 and moved to Washington, D.C. when her father, a very successful businessman, was recruited by the federal government to help set up the Internal Revenue Service.

In high school, Melas was encouraged to attend the American University so that she could pursue higher education in the arts. She had the leading role in every school play.

After WWII Melas moved to New York City and was soon employed by the British Information Services, and worked for BIS for the next 20 years! Leon Melas relocated to NYC soon after she did, and the pair was married there some time later.

Melas relates their retirement move to Sun City with an emphasis on the dry climate and desert beauty. She and husband Leon were charter members of the Lakeview United Methodist Church.

Surrounded by the souvenirs of a full life, she recalls her love for Leon, and their many years spent in their happy home. Receiving professional, attentive care at home, from the trusted caregivers at Adultcare Assistance, is vitally important to Ruth-Martin Melas. She wouldn't even consider moving as an option. Home is where her heart is.

Adultcare Assistance, Inc. – 5 locations to serve you

Home Office

9717 W. Camino De Oro, Peoria

Satellite Offices:

Heritage Palmeras Retirement Community

10101 W. Palmeras, Sun City

Desert Winds Retirement Community

20554 N. 101st. Ave., Peoria

Chaparral Winds Retirement Community

16617 N. West Point Parkway, Surprise

Freedom Plaza Retirement Community

13373 Plaza Del Rio Blvd., Peoria



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Call for information or an appointment: **(623) 977-2223**

www.adultcareassistance.com

Alzheimer's is everybody's business!

NORTHWEST VALLEY: The Desert Southwest Chapter of the Alzheimer's Association received a check for \$18,500, which represents a donation of the net proceeds from a Valentine's Day charity fundraiser co-chaired by Karen Wellert of Adultcare Assistance and Val Litchy of Encore Senior Village at Peoria.

An Affair to Remember included an elegant buffet dinner, hundreds of silent auction items, and a spectacular dessert auction, featuring chocolate confections from master chefs of Northwest Valley assisted living communities. The *Affair* took place on Valentine's Day, at the West Valley Art Museum. The ambiance, amenities and entertainment fit the romantic aura of the evening, attended by more than 300 Alzheimer's Association supporters.

Auction items included prints, sculpture, fine dining and travel certificates and much more. Bidding was active and lively, with some bidders spending hundreds of dollars to claim their treasures. Local favorites Jim Green and Jackie Schneider-Borresenon (Ms. Senior Arizona 1995) entertained on the museum's baby grand piano.

Events such as *An Affair to Remember* are an integral part of educating the public and raising money for research into the cause and possible cure of this disease.

Alzheimer's disease is one of several disorders that cause the gradual loss of brain cells. The disease was first described in 1906 by German physician Dr. Alois Alzheimer. Approximately 4.5 million Americans have this disease. Although many things about Alzheimer's remain a mystery, research continues to bring us a better understanding of the disease, more accurate diagnoses, and more effective treatments. For more information on Alzheimer's disease, visit the web site at www.alz.org.

Multi-Million Dollar Business Promotes Vant Hoff

PEORIA: Adultcare Assistance, Inc., a multi-million dollar company owned and operated by Karen Wellert, has promoted from within. Crystal Vant Hoff, formerly Team Leader, has been promoted to the newly created position of Director of Provider Services. Vant Hoff will have overall responsibility for interaction with case managers and other professional referral sources.



Crystal Vant Hoff

"Crystal brings years of experience to this new position," says Wellert. "Her professional credentials enhance the Adultcare Assistance reputation for quality, expertise and service." Vant Hoff has been with the company for three years, in a variety of positions. She's been promoted several times because of her pro-active approach to client services. "I really enjoy the process of matching the caregiver to the client," she says. "We look for long term compatibility, mutual respect and enhanced quality of life for our clients."

Adultcare Assistance has been providing quality in-home care for eight years in the Valley. Wellert was recently named to the *Who's Who in Business* as a member of the *Million Dollar Club*, published by *Arizona Woman Magazine*. The distinction goes to "women business owners whose companies generated \$1 million or more in revenues . . ." The category was added to give recognition to women who contribute significantly to Arizona's economy.

For more information on Adultcare Assistance see the web site at www.adultcareassistance.com or call 623-977-2223.

Adultcare Assistance provides a full range of professional caregiver services to our clients in many different living situations, 24 hours a day, including holidays. The challenge of performing simple daily chores like bathing, dressing and preparing a meal cause many seniors to lose hope. Adultcare Assistance provides the optimum level of help to ensure that the senior maintains independent living. View our informative video at www.adultcareassistance.com. Then, refer with confidence . . .



Adultcare Assistance, Inc., (623) 977-2223.